



Citizen's / Client's Charter
for
ICAR-National Bureau of Fish Genetic Resources
(2016-2017)

Address : Canal Ring Road, near Telibagh, P.O- Dilkusha, Lucknow- 226 002,Uttar Pradesh
Website ID : <http://www.nbfgres.in>
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Vision and Mission

Vision

Assessment and conservation of fish genetic resources for intellectual property protection, sustainable utilization and posterity.

Mission

Collection, cataloguing and documentation of fish genetic resources using operational strategies of partnership and cutting edge technologies.

Main Services / Transactions

S. No.	Service (s)/ Transaction(s)	Weight	Responsible person along with designation	Email	Contact no.	Process	Document (s) Required	Fees		
								Category	Payment Mode (DD in favour of)	Amount
1.	National Fish Cell line Repository	25	Head, Molecular Biology & Biotechnology Division	director@nbfgr.res.in	0522-2441735	Distribution of fish cell lines	Request letter	*All	ICAR Unit-NBFGR payable at Lucknow	₹ 1000/ 25cm ² flask+ taxes as applicable
2.	DNA Barcoding	15	Head, Molecular Biology & Biotechnology Division	director@nbfgr.res.in	0522-2441735	Fish identification	Request letter	*1,2,3, 4, 6, 9	ICAR Unit-NBFGR payable at Lucknow	₹3600/- per sample, ₹ 4100 [#] -/ sample per sample+ taxes as applicable
3.	Fish Seed Production	25	OIC, Aquaculture Research and Training Unit ICAR-NBFGR	director@nbfgr.res.in	0522-2441735	Supply to farmers/ agencies	Request letter	*7 and 9	ICAR Unit-NBFGR payable at Lucknow	On request
4.	Detection of OIE-listed fish pathogens reported from India	10	Head, Fish Health Management of Division	director@nbfgr.res.in	0522-2441735	Screening of samples	Request letter	*All	ICAR Unit-NBFGR payable at Lucknow	DNA Pathogen- ₹ 1200/- per sample, RNA Pathogen- ₹ 2000/- per sample + taxes as applicable
5.	Training to farmers on aquaculture technologies	15	OIC, Aquaculture Research and Training Unit (ARTU)	director@nbfgr.res.in	0522-2441735	Submission of application	Request letter	*7 and 9	ICAR Unit-NBFGR payable at Lucknow	₹ 2000/- without boarding and lodging, ₹4000/- with boarding and lodging**
						Screening of application and to farmers	Intimation letter			
6.	High throughput sequencing services through PacBio RS II	10	Head, Fish Conservation Division	director@nbfgr.res.in	0522-2441735	Library preparation & sequencing	Request letter	On request		

* As per the norms/guidelines/rules.

for difficult samples such as, cooked meat, small tissue sample etc.

** For a group of minimum 10 farmers for the duration of 6 days minimum.

Service Standards

S. No.	Service (s)/Transaction (s)	Weight	Success Indicator (s)	Service Standards	Unit	Weight	Data Source
1.	National Fish Cell Line Repository	25	Fish Cell lines deposited/distributed	60	Working Days	25	ICAR-NBFGR
2.	DNA Barcoding	15	Time taken for confirmation	15	Working Days	15	ICAR-NBFGR
3.	Fish Seed Production	25	Seeds produced	15 [#]	Working Days	25	ICAR-NBFGR
4.	Detection of OIE-listed fish pathogens reported from India	10	Time required for detection	15	Working Days	10	ICAR-NBFGR
5.	Training to farmers on aquaculture technologies	15	Time required for intimating selection	30	Working Days	15	ICAR-NBFGR
6.	High throughput Sequencing Services through PacBio RS II	10	Quality score	60 ^{\$}	Working Days	10	ICAR-NBFGR

* Depends on availability and breeding season; ^{\$} depending upon existing work load, availability of consumables and instrument/peripherals working conditions etc.

Grievance Redressal Mechanism

S. No.	Name of the Public Grievance Officer	Helpline Number	Mobile Number	Email
1.	Dr. Rajeev K. Singh	05222-2441735	9415164176	rsingh@nbfggr.res.in

List of Stakeholders/Clients (Category)

S. No.	Stakeholders/Clients
1.	State Fisheries Departments
2.	Department of Animal Husbandry, Dairying & Fisheries (DADF)
3.	Ministry of Environment and Forests (MOEF)
4.	Zoological Survey of India, Forest Survey of India, National Biodiversity Authority (NBA), State Biodiversity Board
5.	NGOs & Cooperative societies working on fisheries
6.	Network of Aquaculture Centers in Asia-pacific (NACA), Food and Agriculture Organization, OIE, World Fish Centre, International Union for Conservation of Nature (IUCN)
7.	Fish Farmers
8.	Researchers from NARES
9.	Statutory/ Legal bodies

Regional Stations/Centres/Division

S. No.	Name of Regional Stations/Centres	Landline Number	Mobile Number	Email	Address
1.	Peninsular and Marine Fish Genetic Resources Division	0484-2395570	09495678716	nbfgrocochin@gmail.com nbfgr_kochi@nbfgr.res.in	NBFGR Kochi unit, CMFRI, PB No 1603, Ernakulam North, P.O. Kochi-Kerala 682018,
2.	Aquaculture Research & Training Unit	0522-2815848	09838077630	sharadksingh@nbfgr.res.in	NBFGR, Aquaculture Research & Training Unit Malhore Road Chinhat, Lucknow – 227 105

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Timely submission of indents or requirements by the clients
2	Timely follow up action

Disclaimer

- Limitations of testing equipments/procedures available in the laboratory
- Disclaimer on responsibility of the institute for non-conformance of the products/instruments/results given in the certificate
- Testing based on the samples supplied only
- Competent authority reserves the right to accept/reject the request at any stage.

Terms of payment: The Institute should preferably receive the entire service charges as advance. In the alternative, it may ask for a minimum of 50% of the total charges; and the client may pay the balance 50% at the time of receipt of report/results/contract service. In cases of contractual services for Government Departments/Agencies and public sector enterprises, advance payment may not be insisted.